



Denise V. Gonick
President & CEO,
MVP Health Care

Health care is all about you. That's why we are always working on new ways to keep you and your family healthy and fit by providing the best care for the best value.



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Contact:
Call the MVP Customer Care Center at:
1-800-852-7826
TTY: **1-800-662-1220**

Representatives are available:
Monday - Friday from
8 am to 8 pm
Saturdays from 8 am to 4 pm
Eastern Time

Comments:
Write to us at:
MVP Health Care
Corporate Affairs Dept.
220 Alexander Street
Rochester, NY 14607

Or email us at:
**MVPOptionNewsletter@
mvphealthcare.com**

FREE CELL PHONES FOR ELIGIBLE OPTION MEMBERS Courtesy of Assurance Wireless

As an MVP Option member, you may qualify for Assurance Wireless; a federal Lifeline Assistance program. It is brought to you by Virgin Mobile. If you qualify, as an Assurance Wireless customer you will get:

- A **FREE** cell phone
- 250 **FREE** voice minutes
- 250 **FREE** texts each month

It's easy to apply:

1. Visit **www.mvphealthcare.com** and put your mouse cursor over *Find a Plan*. When you see a small box open, click on *Medicaid*. Then click on *Assurance Wireless*. Download and print the Assurance Wireless application.
2. Fill out the application - don't forget to sign at the bottom and initial the "consent to Share My Telephone Number" section.

3. Make a copy of your Medicaid benefit ID card/CHIP card.
4. Mail your application and copy of your card to: Assurance Wireless, P.O. Box 686, Parsippany, NJ 07054-9992.

If you are approved and agree to have MVP contact you, we will send messages to your Assurance Wireless phone to help you manage your health. These messages will not count against your monthly minutes. We'll send you appointment reminders, general health tips and notices about free events.

Already an Assurance Wireless customer? Call MVP's Customer Care Center at the phone number on the left to learn how you can receive healthy messages from us.

WE WANT TO KEEP YOU HEALTHY

Besides the regular check-ups and the shots you and your family need, here are some other ways to keep you in good health:

- Classes for you and your family
- Stop-smoking classes
- Pre-natal care and nutrition
- Breastfeeding and baby care
- Stress management
- Weight control
- Cholesterol control
- Grief / Loss support
- Diabetes counseling and self management training
- Asthma counseling and self management training.

Rochester Members:

To find out more and get a list of upcoming classes or resources, visit **www.mvphealthcare.com** and click on *Members*, then *Live Healthy* and then *Health Promotion Activities*. Click on *West Region* to see what is offered in the Rochester area!

Mid-Hudson Members:

Visit our website to find healthy resources, events and classes in the Mid-Hudson Valley. Go to **www.mvphealthcare.com**, click on *Members*, then *Live Healthy* and then *Health Promotion Activities*. Click on *Mid-Hudson Region* to see what is offered in your area!

GET YOUR NEWSLETTER BY EMAIL

If you have provided an email address as part of your MVP online account, then you will receive future issues of *Living Well* for MVP Option and MVP Option Family at that email address. To receive this newsletter at a different email address or if you have not registered for an online account but would like to receive emails from MVP, please contact us at **ecomunications@mvphealthcare.com** with the words *Subscribe - Living Well for MVP Option* in the subject line.

In addition to *Living Well*, MVP will start sending other communications by email in the coming months. We will continue to send documents about your health plan contract and benefits by mail.



USE YOUR CARD!

For some services, you can choose where to get the care you need. You can get these services by using your MVP Option member ID card. You can also go to doctors who will take your Medicaid Benefit card. You do not need a referral from your doctor to get these services.

Family Planning

You may visit a doctor in MVP's network that offers family planning services. Or, if you'd rather not see one of MVP Option's doctors, you can use your Medicaid card to see a family planning provider outside of MVP's network of doctors. For help in finding either a plan doctor or a Medicaid doctor for family planning services, call MVP's Customer Care Center at the phone number on page 1. Either way, you do not need a referral from your regular doctor.

HIV Counseling and Testing

You can get tested for HIV and get counseling any time you have family planning services. You do not need a referral from your regular doctor. Just make an appointment with one of our family planning providers.

If you want HIV testing and counseling but not as part of a family planning service, your doctor can arrange it for you. Or, you can visit an anonymous HIV testing and counseling site. For information, call the New York State HIV Counseling Hotline at **1-800-872-2777** or **1-800-541-AIDS**.

If you need HIV treatment after the testing and counseling service, your doctor will help you get follow-up care.

TB Diagnosis and Treatment

You can see your regular doctor or the county public health agency for diagnosis and/or treatment. You do not need a referral to go to the county public health agency.

COMPLAINT PROCESS

We hope that our health plan serves you well. If you have a problem, talk with your doctor or call the Customer Care Center at the phone number on page 1. Most problems can be solved right away.

However, if you do have a problem that cannot be solved right away, you have an appeals/complaint process available to you. The complaint process also gives you the opportunity to contact the New York State Department of Health by calling **1-800-206-8125**. This process is explained in your member handbook.

The last step in the appeal/complaint process that is available to you is a Fair Hearing and you can ask for it at any time. However, it may be best to contact MVP to start the appeal/complaint process first.

Please review this important information in your member handbook. To see the handbook online, go to www.mvphealthcare.com, click on *Members* and then *Resources/Forms*. You will see *Handbooks* at the bottom of the page.

ARE YOU PREGNANT?

You Qualify for the Little FootprintsSM Program!

MVP wants to make sure that the new Little Footprints in your home are happy and healthy ones. MVP's nurses will support you and work with your doctor to make sure you are going for all prenatal visits and taking care of yourself. In addition, you will receive:

- Books and gifts in the mail about pregnancy and infant care.
- Monthly calls from an MVP nurse to discuss healthy pregnancy habits.
- Help with New York State's Supplemental Nutrition Program for Women, Infants and Children (WIC), childbirth classes, breastfeeding and support to help you be a great new mom!
- A \$30 gift card by following these steps:
 1. Enroll in the Little Footprints program and stay in touch with your MVP nurse while you are pregnant
 2. Go to your OB/GYN visit after the baby is born
 3. Get your Little Footprints postcard stamped by the OB/GYN office and send it back to MVP

We want to get you enrolled right away. Please call MVP at **1-866-942-7966** or email us at littlefootprints@mvphealthcare.com.

MVP QUALITY IMPROVEMENT PROGRAM

MVP Health Care's Quality Improvement Program is committed to increasing clinical quality, making the most of safe clinical practices and always improving service to you.

If you want more information about MVP Health Care's Quality Improvement plans, programs and a report of our progress in meeting our goals by calling the Customer Care Center at the phone number listed on page 1.

Live near a Price Chopper grocery store?

A free program for new moms is available to you from Price Chopper! As a member of Price Chopper's Baby Club, you will get Kids News with articles, parenting tips, baby stories, money saving coupons and more! After you sign up you will get a Baby Club Welcome coupon mailer and ongoing benefits such as:

- FREE first and second birthday cake
- FREE third and fourth birthday cookies
- FREE vitamins for your family

Signing up is easy. Go to www.pricechopper.com, click on *Savings* and then *Baby Club*. Or, call the MVP Customer Care Center for help.



ROCHESTER GENERAL HOSPITAL NOW TAKING MVP OPTION MEMBERS

MVP is happy to announce that Rochester General Hospital and Newark-Wayne Community Hospital are now available to MVP Option and MVP Option Family members. If you need to go to the hospital for facilities-based services, you are now able to go to one of these hospitals.

IT PAYS TO BE HEALTHY

MVP works closely with your doctor to make sure you are getting regular check-ups and tests to keep you healthy. We also contact members about preventive health care for conditions like diabetes, cancer screenings and immunizations (shots)—and you have a chance to get a reward!

If MVP contacts you about preventive health care and you see your doctor before December 31, 2013, you will receive a \$10 Wal-Mart® gift card just for taking steps to stay healthy! Our representatives can explain how to receive the reward by calling **1-800-683-6042**.

Visit your doctor if you need preventive health care check-ups and tests. If you are contacted by MVP and have questions about what tests you need or need help getting to an appointment for preventive care, call us at **1-800-683-6042**. A full listing of preventive health care guidelines can be found at www.mvphealthcare.com, click on *Members*, then *Live Healthy* and then *Preventive Health*.

LOOKING FOR A DOCTOR?

Our list of doctors changes often and you can get the most up-to-date information by visiting MVP's website at www.mvphealthcare.com and clicking *Find a Doctor*. You can look for a doctor close to home by entering your zip code.

If you would like a printed version of the directory of all doctors in MVP's network, we can mail one to you. To request a copy, call the Customer Care Center at the phone number on page 1.

TIPS FOR TAKING YOUR ASTHMA MEDICATION

If you have asthma, there are different medicines that you can take to treat it. It is important to know that there is no "best" medicine for all people. Each person's asthma is different and your doctor will work with you to come up with a plan based on your symptoms and your needs. By taking the right medicine at the right time, you can:

- Breathe better
- Do more of the things you want to do
- Have fewer asthma symptoms

Some asthma medicines help you breathe easier. Others help prevent asthma symptoms and you need to take these medicines all the time, even

when you feel well. Other medicines may be needed if your asthma starts to get worse. If your asthma gets worse, it's important to treat it early, as soon as your symptoms begin. Be sure to follow your doctor's advice about your treatment.

Source: American Lung Association.



GETTING SPECIALTY DRUGS

MVP uses the CuraScript mail-order pharmacy to provide some high-cost drugs (some given by injection, some taken by mouth) to our MVP Option members. Sometimes, these drugs are given by a doctor. The prescriptions come in a 30-day supply and are delivered to a member's home. These drugs require prior approval by MVP for coverage. That means your doctor has to tell MVP that you need them, and why.

You now have a choice in how you get these drugs. Members can get specialty

drugs from a contracted retail pharmacy that is part of MVP's network.

This is your choice, and you do not have to change from getting your medicine from CuraScript. If you want to keep using CuraScript for your specialty drugs, there is nothing you have to do.

If you are already receiving a specialty drug, you should have received a letter from MVP about this choice. If you are thinking about making this change, we suggest that you make sure that the pharmacy is able to get you the drug you need. Also, a new prescription from your doctor for the pharmacy will be required.

We want you to know all of your health care options and we are here to help you in any way we can. If you have any questions, contact our Customer Care Center using the phone number on page 1.



CONFIDENTIALITY FOR DOMESTIC VIOLENCE VICTIMS AND ENDANGERED VICTIMS

New York State Insurance Law § 2612 is designed to protect victims of domestic violence, as well as their children (referred to as "endangered victims"). If an order of protection is issued against an individual, MVP will not disclose the address, phone number or health information of the victim and the victim's dependents for the duration of the order. For the complete notice about this law, visit www.mvphealthcare.com, click on *Privacy & Compliance* and then *Protocols for Domestic Violence Victims and Endangered Victims*.



625 State Street
Schenectady, New York 12305

KEEP US INFORMED

Call MVP's Customer Care Center whenever these changes happen in your life:

- You have a change in Medicaid eligibility
- You are pregnant or give birth
- There is a change in insurance for you or your children

If you change your name, address or telephone number, call your Local Department of Social Services right away. You may have to give a copy of a utility bill or current driver's license as proof of your new address.

If you no longer get Medicaid, check with your local Department of Social Services. Adults age 19 to 64 may be able to get Family Health Plus coverage. You may be able to enroll your children in Child Health Plus. For more information about Child Health Plus, you may call **1-800-698-4543**.

REMINDER: VISIT AN URGENT CARE CENTER FOR MEDICAL CARE!

If your doctor is not available, consider an urgent care center for sore throats, headaches, sprains or strains, minor cuts or burns, the flu and more. While you might not think of these situations as emergencies, you still need to get care quickly. If you need immediate, life-saving care, you should go to the emergency room.

Rochester Members:

A new urgent care center is now available to you! Urgent Care at Anthony L. Jordan Health Center treats colds, back pain, rash, mild asthma attacks, allergic reactions and more. You do not need to be a Jordan patient to be treated at the urgent care center! They are located at 82 Holland Street, Rochester, NY 14605 and their phone number is **585-426-7425**.